Appendix N: Use IVR to Check Claims Status

Shortcut

Claim Status
1-800-562-3022
Enter 1, 5, 3
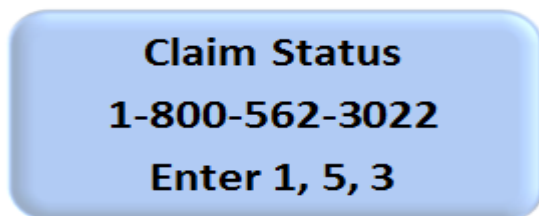
What will I hear?

The IVR will play only the information specific to the provider's claims. The type of information available is dependent on the status.

Claim number
Status of Paid

- Date paid
- RA date
- Amount Paid
- Warrant amount
- Warrant number
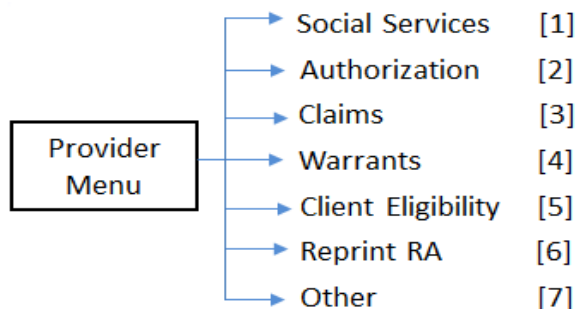- RA number
- Services Dates

Status of Denied:

- Date denied
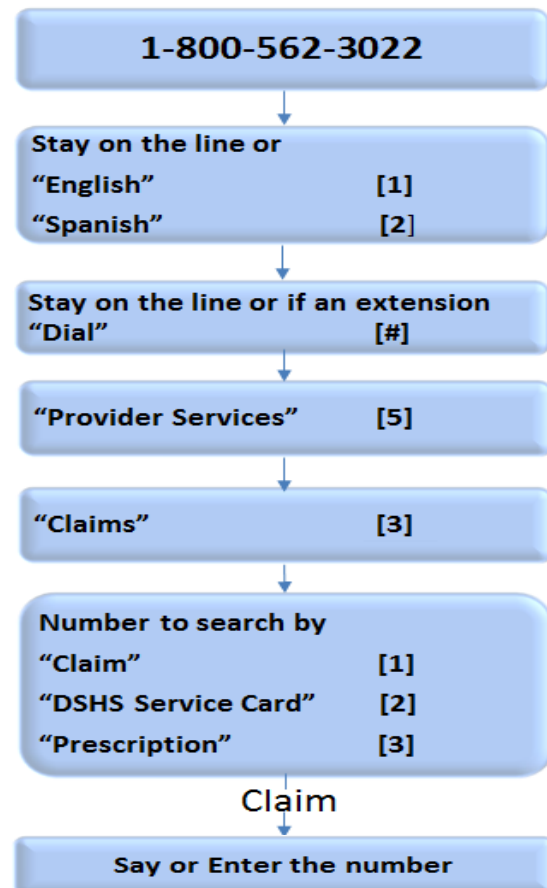- Denial reasons (limited to 5)

Status of In Process

- Date received
- Message if more than 30 days

Provider Menu Choices

Provider Menu		
Social Services	[1]
Authorization	[2]
Claims	[3]
Warrants	[4]
Client Eligibility	[5]
Reprint RA	[6]
Other	[7]

How

The ProviderOne IVR accepts voice responses or keypad entries, indicated by brackets [ ]. You can key ahead anytime.

1-800-562-3022

Stay on the line or
"English"   [1]
"Spanish"   [2]

Stay on the line or if an extension
"Dial"   [#]

"Provider Services" [5]

"Claims"   [3]

Number to search by
"Claim"   [1]
"DSHS Service Card" [2]
"Prescription"   [3]

Claim
Say or Enter the number

Note: Searching by other than the claim number will generate additional questions.

DSHS Services Card
-Date of Birth
-Search by specific date or range

Prescription:
-Claim more than 2 days old
-Prescription number
-Fill Date